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GOVERNOR HASLAM, COMMISSIONER HAGERTY ANNOUNCE CONDUIT GLOBAL TO LOCATE NEW CALL CENTER OPERATIONS IN MEMPHIS

Leading Business Process Outsourcing Company to Create More Than 1,000 New Jobs

NASHVILLE – Tennessee Gov. Bill Haslam and Economic and Community Development Commissioner Bill Hagerty along with Conduit Global officials announced today the company will locate a new, 1,000-seat call center at the Goodlett Farms Office Park in Shelby County. Conduit Global, one of the world's largest independent, fully-integrated business process outsourcing companies, will invest \$8 million in building and infrastructure improvements and create more than 1,000 new jobs in Memphis.

"We are grateful to Conduit Global for creating more than 1,000 new jobs in Shelby County," Haslam said. "Just last week, Tennessee was named 'State of the Year' for the diversity of our top projects, the number of jobs created and capital investment, and today's announcement is a great way to continue that momentum in the new year."

"Business services is a sector where Tennessee possesses a unique competitive edge, and I couldn't be more pleased to see Conduit add to our state's strength in business process outsourcing," Hagerty said. "I applaud international companies like Conduit who recognize and take advantage of Tennessee's pro-business environment and strong technology infrastructure, and I wish the company much continued success in the future."

Conduit Global plans to make significant building and infrastructure site improvements and upgrades including enhanced telecommunications networks, state of the art security, best in class training facilities, ample natural and fixture lighting, and ergonomically designed workspaces.

"We are excited to partner with the state of Tennessee to expand our operations," Bryce Hayes, president of Conduit Global, said. "With a solid labor market, access to technical schools and universities, and the strong infrastructure provided, we believe Tennessee provides the best opportunity for Conduit Global to meet its goals. We look forward to



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growing our business here, and we are confident Tennessee's resources, focus on business services, and skilled workforce will be beneficial for both parties."

Employing more than 5,000 employees across nine countries on four continents, the Memphis facility, Conduit Global's sixth U.S. operation, will provide customer care support for wireless customers. Conduit Global will seek to fill positions in the areas of Training, Human Resources, Operations, Quality, IT and Workforce Analytics.

"First, I would like to thank our lead partner, the State of Tennessee Department of Economic and Community Development for assisting us in marketing our community, which brought about this amazing addition," Memphis Mayor AC Wharton, Jr. said. "This is simply another indication that when we organize our marketing and recruiting efforts to leverage Memphis' assets, including our natural and built infrastructure and our workforce potential, we can compete with any city in the nation."

"The news that Conduit Global is adding 1,000 jobs to the local economy is testimony that economic conditions are improving in Shelby County," Shelby County Mayor Mark Luttrell said. "Our local economic development team, including the Chambers of Commerce, city and county government, EDGE and Tennessee ECD, has done a great job to position us to compete on a national scale for these highly competitive jobs. We look forward to more success in job growth in the coming months."

"The Memphis business community is extremely excited about the new jobs and opportunities Conduit Global will bring to citizens at every economic level in our community," Mark Herbison, Greater Memphis Chamber of Commerce senior vice president of Economic Development, said. "We greatly appreciate Gov. Haslam, Mayor Wharton, Mayor Luttrell and their teams for all the incredible support provided to bring this huge number of new jobs to Memphis/Shelby County."

Interested applicants are encouraged to apply online beginning January 22, 2014, at http://www.conduitglobal.com/careers/. Conduit Global will also host a job fair locally to be held in early February. Additional information on this event will be announced at a later date.



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A successful candidate for the new agent positions will have customer service experience (preferably within a call center environment), be a great listener with excellent communication skills, have computer skills and be a problem-solver.

Conduit Global offers a low cost, comprehensive benefits plan, competitive wages and bonus plans, and a work location that is easily accessible in Memphis. As an equal opportunity employer, Conduit Global is committed to providing employees with career development by offering extensive internal learning opportunities and actively seeking to promote from within.

For questions about the application process, please call (866) 222-4860.

About Conduit Global

Conduit Global operates in the U.S. and Europe, and has over ten years of experience in providing call center support for many leading customer service and sales-oriented organizations across a variety of industry groups, including telecommunications, cable, utilities, government and health care. Conduit Global is one of the world's largest independent providers of customer contact care. Through hubs in nine countries on four continents, Conduit Global serves over 100 million consumers and has handled over a billion customer contacts in a single year.

About the Tennessee Department of Economic and Community Development

Tennessee was named "2013 State of the Year" for economic development by *Business Facilities* magazine. The Tennessee Department of Economic and Community Development's mission is to develop strategies which help make Tennessee the No. 1 location in the Southeast for high quality jobs. The department seeks to attract new corporate investment in Tennessee and works with Tennessee companies to facilitate expansion and economic growth. Find us on the web: tn.gov/ecd. Follow us on Twitter: @tnecd. Like us on Facebook: facebook.com/tnecd.

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